SFJPE1.1
Design and test operational delivery business process

Overview

This unit concerns designing and testing business processes to meet business requirements. The scope of your work covers your own specialism, the interaction between different specialism's and the strategic implications for the organisation. The system you design should be capable of enabling the organisation to deliver the whole range of business processes and resolve tensions between conflicting processes. You should ensure that sufficient and suitable resources are available to support implementation.

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Performance criteria

You must be able to:

P1   follow organisational procedures at all times

P2   maintain your own personal safety

P3   work in a way that ensures the safety of others

P4   generate possible ideas and courses of action and evaluate their feasibility and practicality in comparison with the existing process

P5   set quantifiable success criteria

P6   test the practicality of the proposed process by modelling a prototype end-to-end process

P7   establish the interaction between the proposed process and existing processes/systems

P8   resolve tensions between conflicting processes

P9   ensure that feedback from relevant stakeholders is used to design the proposed process

P10 ensure suitable and sufficient materials are available in the right quantity at the right time to support implementation

P11 obtain approval to your design as fit for purpose

P12 meet the requirements of the timescale

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Knowledge and understanding

You need to know and understand:

K1   the requirements of organisational procedures

K2   the legal requirements for health and safety

K3   your organisation's health and safety requirements

K4   how existing legislation works in your own specialism including the impact of court decisions

K5   the aims and objectives of existing legislation in other relevant specialisms

K6   how the process is intended to deliver the policy objectives

K7   the strategic context in which the business operates

K8   the scope and rationale for change

K9   the resource implications for the business process

K10 the aims of the relevant business processes and systems and how they operate in practice

K11 how to establish relevant evaluation criteria and assess options against them

K12 the role and responsibilities of relevant stakeholders

K13 how to model processes

K14 how to carry out usability testing and the relevant quality standards

K15 how governance/approval processes work for the proposal under consideration

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Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

1. scope: within your own specialism; the interaction between your specialism and others; strategic implications for the organisation
2. business process: designing new processes; adapting existing processes
3. business area: systems; process; process-related documentation; guidance
4. forms: paper; electronic

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